



**City of Sunnyvale
Department of Parks & Recreation
Recreation Division
INFORMATIONAL BULLETIN**



Customer Inquiries for Contractual Recreation Programs

The City contracts with outside agencies and individuals to offer various recreation services to help provide a wide range of fun, interesting and challenging recreational programs for Sunnyvale residents. Activities include arts, sports, fitness, aquatics, and special interest programs. Contracting benefits the Sunnyvale community by expanding program options and ideas, obtaining expertise in specialized areas, responding more quickly to changing interests and demands, and helping to maintain a high degree of service excellence. Often, these contractors are part of the community and already have strong name recognition and a supportive following.

Customer service is at the heart of everything the Recreation Division does. Staff members work diligently to meet the needs of customers and the City expects all contractors and their employees to provide each customer with the same high level of service and commitment to excellence.

When issues arise involving a contracted service or program, City answer points are often the first contact for a customer. The answer point staff member will first try to respond to the concern and, when appropriate, refer the customer to the Recreation Coordinator overseeing the specific program area or, in some situations, put the customer in direct contact with the contractor.

When contacted, a Recreation Coordinator will make every effort to address a customer inquiry. However, since the most effective communication is often directly with the contractor or instructor, the Coordinator may put the customer in direct contact with the contractor or the Coordinator may need to first speak with the contractor and then get back to the customer with the answer or resolution. While each situation may not be resolved to the customer's complete satisfaction, staff will be courteous, respectful and timely with their response. The steps taken by City staff may vary depending on the inquiry; however, all City staff members follow the City's commitment to excellence in customer service.

Answer point staff for the Community Center can be reached at (408) 730-7350 and for the Senior Center at (408) 730-7360.